

FALL 09

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



Maryland Department
of Transportation

MTA
Maryland

19TH ANNIVERSARY OF ADA CELEBRATED IN ANNAPOLIS

On July 26, 2009, the 19th anniversary of the Americans with Disabilities Act legislation, Governor Martin O'Malley held a special celebration in Annapolis honoring the day and signed an Executive Order recognizing October 2009 as Disability History and Awareness Month in Maryland. The ADA celebration theme, "Yesterday/Today/Tomorrow," featured special displays and exhibits illustrating the 'journey' individuals with disabilities have made over the years. Historical photographs, films and videos documented obstacles overcome by the disabled. More than 200 people attended the event honoring this historic piece of federal legislation. In addition, the U. S. Congress has designated each October as National Disability Employment Awareness Month, highlighting specific employment barriers that still need to be addressed and removed.

"The Americans with Disabilities Act was a major milestone in ensuring that each individual has equal opportunity to make a positive difference in this world," said Governor O'Malley. "In Maryland we are deeply committed to the principles of the ADA. Through the work of the Department of Disabilities and other state agencies, we will

strive to expand opportunities for people with disabilities, giving them the chance to contribute to their community."

Passed by Congress in 1990, the American with Disabilities Act (ADA) is the nation's first comprehensive civil rights law addressing the needs of people with disabilities, prohibiting discrimination in employment, public services, public accommodations, and telecommunications. The signing of the ADA created a level playing field for all regardless of their disabilities. The law affected all aspects of life, including transportation.



MTA Mobility service launches on May 20, 1977.
Former Governor, Harry R. Hughes, then Secretary of Transportation, was the keynote speaker.

CONGRATULATIONS TO FORMER MDOT SECRETARY!

NOW SECOND IN COMMAND OF THE
U.S. DEPARTMENT OF TRANSPORTATION

Hats off to John D. Porcari who was chosen earlier this year by President Barack Obama as the Deputy Secretary of the United States Department of Transportation. Mr. Porcari served twice as Maryland's Transportation Secretary from 1999 to 2003 and 2007 to 2009. He was officially sworn in to his new post on June 1, 2009. Congratulations!



Three members of MTA Mobility Staff (Lisa Porter, Rich Solli and Lisa Branch) share the ADA Anniversary Celebration with Governor Martin O'Malley.

BEVERLY SWAIM-STALEY NAMED SECRETARY OF THE MARYLAND DEPARTMENT OF TRANSPORTATION

On September 1, 2009, Beverly Swaim-Staley was sworn in as the Secretary of the Maryland Department of Transportation (MDOT). She succeeded John D. Porcari who left the post to join President Barack Obama's Administration as the Deputy U.S. Secretary of Transportation.

Ms. Swaim-Staley had served as the Acting Secretary, Deputy Secretary and Chief Financial Officer for MDOT over the past 12 years. In her new role, she oversees five modal administrations of 9,000 Department of Transportation employees and a \$3.7 billion annual budget.

She received her Bachelor of Arts degree in Political Science from Hood College in Frederick, Md in 1977 and received her Master of Arts in Contemporary Government from Hood College in 1982. From 1983 to 1993 she was a Budget and Policy Analyst for the Maryland General Assembly.

Ms. Swaim-Staley is the first woman to lead Maryland's Department of Transportation.

Mr. Harry J. Johnson has recently been named to be the Deputy Secretary of Transportation.

MTA TAXI ACCESS II

MTA Taxi Access II provides on-demand premium taxi/sedan service to increase the independence of people with disabilities. This popular service transports program participants by taxi throughout the MTA service area. Participating taxis contracted by the MTA are the only cabs available as part of this unique service. Applicants must be a currently certified MTA Mobility service customer (for a minimum of 90 days) and at least 13 years old in order to be eligible for this program.

Customers can ***take two one-way trips per day***. A day begins at 12:00 am (midnight) and ends at 11:59 p.m. A Taxi Access II customer pays \$3.00 for each trip, up to \$20.00 on the taxi meter. If the fare is greater than \$20.00, the client has to pay the fare over the \$20.00 limit. ***For Example: If the fare is \$25.00, you will pay the driver the Taxi Access II fee of \$3.00 plus \$5.00 because the fare is more than \$20.00. All together, you will have to pay \$8.00 for the trip.*** Always keep

your receipts. Verify receipt totals, sign the receipt, and keep your copy. Never sign a blank or incorrect receipt. Your signature validates the information on the receipt. You are responsible for ensuring the receipt does not include incorrect information. If you are unable to verify transactions due to a disability, you should contact MJM Taxi Access II Customer Service within twenty-four (24) hours to verify the transaction. Treat the Taxi Access II card as if you were using your own funds. **You must keep Taxi Access II receipts for at least six months for auditing purposes by MJM Innovations.**

To find out if an address is in the MTA service area, visit the Taxi Access II website, www.taxiaccess.org, to view the map to check on your destination.

For specific address or street information, please contact MJM Taxi Access II Customer Service at 410-664-2030, Monday through Friday from 8 am to 5 p.m..

Always contact MJM Taxi Access II Customer Service to report a lost or missing card. The card must be cancelled in order to prevent fraud. You will be charged \$5.00 for a replacement card.

Taxi Access II Service is not part of MTA Mobility service, but rather a separate and distinct service provided and managed by the MTA.

Policies, guidelines and other useful information are available on the Taxi Access II website at www.taxiaccess.org. For an up to date list of current Taxi Access II providers please go to www.taxiaccess.org/Cab_Sedan_Companies.asp or call 410-664-2030.

CACAT Members Wanted

The Consumer Advisory Committee for Accessible Transportation (CACAT) is seeking new members. What is CACAT? CACAT is an advisory board of MTA users who advise the MTA about programs and services affecting individuals with disabilities who use both the fixed route and the MTA Mobility Program. CACAT meets once a month on the 3rd Thursday at 6 St. Paul Street. The meetings are held in the 5th floor conference room. If you are interested in becoming a CACAT member, please send a letter of interest by October 26th to CACAT, Maryland Transit Administration, 6 Saint Paul Street, 3rd Floor, Baltimore, MD 21202.

Mobility Brochures Available

The Mobility Service Guide is now available in two formats. In addition to being printed in English, it is also available in Spanish. The brochure provides useful facts and information about the MTA Mobility program. The other Mobility brochure that is available to our customers is the Taxi Access II Service Guide. Both brochures are available by writing to **MTA Mobility, 4201 Patterson Avenue, 2nd Floor, Baltimore, MD 21215, Attention: Brochure Request.**

CUSTOMERS CAN CONNECT WITH MTA MOBILITY SERVICES ONLINE

Customers have a new way of connecting with the MTA Mobility Services Division Customer Service Office. Using internet technology, they can connect with the office 24 hours a day, seven days a week. On your internet browser, type in the address **www.mtmaryland.com** to connect with the MTA home page.

In the upper right hand corner of this home page, click on the "Contact Us" link. On the "Contact Us" webpage select the option "For Mobility: Compliments, Comments/Questions or Complaints."

Select one feedback type, Compliments; Comments/Questions or Complaints, for each entry and enter the specific data in the appropriate field.

Now you can directly input compliments, comments/questions or complaints into the Customer Service system online for an investigation and a response.

MTA Mobility realizes that not all customers have access to the internet or a computer. There are other channels of communication available to relay your concerns to the MTA Mobility Services Division. When writing, include the incident date, time, incident details and vehicle number if you have it. Compliments, comments and complaints can also be submitted in a letter to Mobility Customer Service, 4201 Patterson Avenue, 2nd Floor, Baltimore, MD 21215-2222. Customer Service assistance is also available by telephone Monday through Friday, from 6:00 a.m. to 5:00 p.m. at 410-764-8181, press Option 3. Remember, this system is only for compliments, comments and complaints. **It is not for booking rides on MTA Mobility.**

This letter was sent to then Maryland Department of Transportation Secretary, John D. Porcari, by Mobility customer Mrs. Catherine Gelhaus, explaining her pleasure with Mobility and Taxi Access II services.

April 26, 2009

Dear Mr. Porcari,

Thank you for your recent letter explaining how the MTA Mobility Services Division and the Taxi Access II programs work.

Taxi Access II is the "best thing" I have experienced as a disabled senior, and I thank God for your generosity in keeping the service operating in 2009. Original Mobility service is good, but Taxi Access II is even better.

Disabled people, especially disabled seniors, need all the help they can get. I hope you will keep this in mind in the future. These services have kept me from being a 'Couch Potato'. So again, I am so grateful. All of the drivers are great. Once again, thank you for the services MTA provides.

Sincerely,
Mrs. Catherine Gelhaus

TIM BARHAM NEW MOBILITY OPERATIONS MANAGER

Mr. Tim Barham joined the MTA Mobility Services Division on June 22, 2009 as the new Manager of Mobility Operations. Mr. Barham possesses a strong transportation history of working with the disabled community. He has spent over 16 years working with two major transportation agencies, Greyhound Lines, Inc. and Veolia Transportation. Much of his responsibility resided in the areas of ADA compliance and operations.

Mr. Barham earned a Bachelor of Arts Degree in Psychology from North Carolina State University in Raleigh, NC. He and his wife, TuWaunda, have been married for 18 years and are members of New Psalmist Baptist Church. In his spare time, Mr. Barham enjoys reading and spending time with his family and friends.

SHOPPING CARTS & BABY STROLLERS

Please remember that that all shopping carts and baby strollers must be folded/collapsed once inside the Mobility vehicle.

IMPORTANT NUMBERS TO SAVE

Mobility Information.....410-764-8181
Fax.....410-764-7526
Mobility Reservations.....**410-764-8181** ext. 1
Mobility Cancellation Line.....ext. 1-1
Mobility Late Line.....ext. 1-2
Mobility/Taxi Access II Certification.....ext. 2
Mobility Customer Service.....ext. 3
Current Status of Mobility Service.....ext. 4
MTA & Mobility Website.....www.mtmaryland.com
Taxi Access II Website.....www.taxiaccess.org
MJM Customer Service (Taxi Access II)...410-664-2030
Reduced Fare Certification (6 St. Paul St.) 410-767-3441
Reduced Fare TTY.....410-333-2051
MTA Transit Information.....410-539-5000
Toll-free.....866-RIDE-MTA (743-3682)
MTA TTY.....410-539-3497
Maryland Relay.....DIAL 7-1-1

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4201 Patterson Ave., 2nd Fl., Baltimore, MD 21215
and

MTA Office of Communications & Marketing
6 St. Paul St., 2nd Fl., Baltimore, MD 21202

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